

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 8 ADMINISTRATION

QUALITY ASSURANCE/QUALITY IMPROVEMENT
(QA/QI)
COMMITTEE

AGENDA

November 17, 2010
2 – 4 p.m.
ChildNet Youth & Family Services
2931 Redondo Ave
Long Beach, CA 90806

QUALITY IMPROVEMENT (QI) MEETING 2:00 –3:00 p.m.	
I	Introductions & Minutes - Minutes were previously emailed to members so no copies for handouts. Please send any corrections to Ann Lee: alee@dmh.lacounty.gov Co-chairs: Norma Cano, Psy.D. and Janet Fleishman, LCSW
II	Patient's Rights Office (PRO) – Grievance/Appeal Annual Report to State DMH - Final
III	Clinical Issues
IV	Risk Management ➤ Parameter 02.9* http://dmh.lacounty.gov/ToolsForClinicians/Clinical_Practice/clinical_guidelines.html ➤ Access Parameters for Use of Psychotropic Medication in Children & Adolescents (June 20, 2010) – several pages so please access online: http://dmh.lacounty.gov/ToolsForClinicians/Clinical_Practice/Clinical_Guidelines/documents/PSYCHOTROPIC%20PARAMETERS%20-%206-30-10%20_2_.pdf
V	Cultural Competency Committee (CCC) update: <ul style="list-style-type: none">• The CCC was approved to receive \$100K to translate the list of forms the committee recommended into each of the threshold languages.• CCC agenda items and updates will be provided at each Service Area 8 QIC• CCC liaison for SA 8 is Ann Lee• There will be a Cultural Competency article in each eNews bulletin. (LACDMH's electronic news bulletin).• A meeting was just held on Wednesday, November 10th. The next meeting will be held December 8th from 1:30-3:30 pm at 695 S. Vermont, 15th floor conference room.
VI	QI Implementation Status Reports
VII	SA 8 Quality Improvement Project (QIP) Update – <ul style="list-style-type: none">• Please submit any input/revisions to Ann Lee via email: alee@dmh.lacounty.gov
VIII	QI Announcements – Please see attached SA 8 QI/QA Meeting Dates for 2011*

* Handouts

December's meeting is canceled!

Next QI Meeting:
Wednesday, January 19, 2011
2 – 3 p.m.
ChildNet Youth & Family Services, 2931 Redondo Ave, Long Beach, CA 90806

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(QA/QI)
COMMITTEE**

AGENDA

**November 17, 2010
2 – 4 p.m.
ChildNet Youth & Family Services
2931 Redondo Ave
Long Beach, CA 90806**

QUALITY ASSURANCE (QA) MEETING 3:00 – 4:00 p.m.	
I	Welcome Again! Co-chairs: Norma Cano, Psy.D. and Janet Fleishman, LCSW
II	Audit/Reviews <ul style="list-style-type: none">• EPSDT Audits: No audits scheduled• Inpatient Audits: LAC/USC – December 6, 2010• Auditor Controller: None scheduled• New State Appeal Process – QA Bulletin #10-02 available on-line: http://dmh.lacounty.gov/ToolsForAdministrators/Agency_Administration/quality_assurance_bulletins.html• System Audit follow-up of Directly-operated Providers
III	QA Technical Assistance & Training <ul style="list-style-type: none">• Appropriate Claiming Workgroup<ul style="list-style-type: none">○ Draft ASOC MHSA Matrix○ Samples of Program Descriptions
IV	Clinical Records Three New Policies available online* - Important for managers to discuss at staff meetings <ul style="list-style-type: none">• 202.38 Non-Open Protected Health Information (PHI) File*• 202.39 Clinical Correspondence Concerning Clients (Directly-operated only)*• 202.40 Triage*
V	AB3632 Update – Dr. Robin Kay's memo regarding status*
VI	Documentation & Billing – Organizational Providers' Manual – link below: http://dmh.lacounty.gov/ToolsForAdministrators/Agency_Administration/documents/Organizational_Providers_Manual.pdf
VII	Outcomes Measurement Application (OMA) – Dr. Kara Taguchi
VIII	QA Announcements – Please see attached SA 8 QI/QA Meeting Dates for 2011*

* **Handouts**

**Reminder:
December's meeting is canceled!**

**Next QA Meeting:
Wednesday, January 19, 2011
3 – 4 p.m.
ChildNet Youth & Family Services, 2931 Redondo Ave, Long Beach, CA 90806**



SERVICE AREA 8

QUALITY IMPROVEMENT/QUALITY ASSURANCE COMMITTEE MEETING

MEETING DATES FOR 2011 (3rd Wednesday of the Month)

January 19, 2011
February 16, 2011
March 16, 2011
April 20, 2011
May 18, 2011
June 15, 2011
July 20, 2011
August – No meeting
September 21, 2011
October 19, 2011
November 16, 2010
December – No meeting

QIC MEETING
2:00 – 4:00 p.m.

Meeting Location:

ChildNet Youth & Family Services
2931 Redondo Ave
Long Beach, CA 90806

Co-chairs:

Norma Cano
(562) 218-4080
ncano@dmh.lacounty.gov

Janet Fleishman
310) 221-6336, ext. 114
jfleishman@starsinc.com

For Information, please contact:

Ann Lee (QA Liaison)
(562) 435-3027
alee@dmh.lacounty.gov

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA VIII ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, November 17, 2010**

Agenda Item & Presenter	Discussion and Findings		Decisions/Recommendation Actions/Scheduled Task	Person Responsible/ Due Date
Type of Meeting	Service Area 8 Quality Improvement/Quality Assurance (QI/QA) Committee		Date	November 17, 2010
Location	ChildNet Youth & Family Services 2931 Redondo Ave., Long Beach 90806		Start Time & End Time	2:00 p.m. – 4:00 p.m.
Co-chairs	Co-Chairs: Norma Cano, Psy.D. & Janet Fleishman, L.C.S.W.			
Members Present	Ae Lyen Yoon Alicia Yabana Ann Lee Bryan Sawlsville Colette Esparza David Kneip Denise Matsumoto Elva Gutierrez	Emily Ramos Eva Clay Gary Puckett Heather Jensen Helen Chang Jaime Sheehan Jessica Feldman Katherine Lee	Kelly Asato Kisha Leeann Ekstrom Lorna Pham Maribel Alvarez Michael Fitzgerald Misty Allen Patti Dilliner	Rachel Green Sandra Gonzalez Theodore Howlett Thuy Tran Tiffani Morton Virginia Howlett Vynette Moore
Absent Members	Camille Do Chad Brinderson Christine Byrne Dawn Meggerson Delphina Knapp Don Wells Erin Von Fenne	Gina Thorne Jacob Palm Jason Damavandi Jeff Wirth Karen Rathburn Kathy Mills-Walker	Lorrie Leon Madoka Urhausen Miriam Ruiz Mitsuru Kubota Paula Rosenfeld Richard Sohn	Ross Grossman Sue Sundareson Suh Chen Hsiao Susan Houck-Strom Valerie Wilson-Lindberg Teka Summers
Agenda Item & Presenter	Discussion and Findings		Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
Call to Order & Introductions	The meeting was called to order at 2:00 p.m. Members were introduced.			
Review of Minutes	The October meeting was canceled. The September meeting minutes were previously emailed to members so no copies were distributed today. Corrections/Revisions may be sent to Ann Lee via email: alee@dmh.lacounty.gov			

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Agenda Item & Presenter	Discussion and Findings	Decisions/Recommendation Actions/Scheduled Task	Person Responsible/ Due Date
QUALITY IMPROVEMENT (QI)			
Patient's Rights Office (PRO) – Grievance/Appeal Annual Report to State DMH – Final	<p>Decrease in grievances</p> <ul style="list-style-type: none"> ➤ There has been a decrease in grievances. ➤ Most of the grievances received were from inpatient service recipients. ➤ There are few outpatient grievances. <p>Decreases in requests for change of providers log – will be working on making it easier to submit</p>	<p>Ann Lee will email members a copy of the LAC-DMH Annual Beneficiary Grievance/Appeal Report dated 11/4/10.</p> <p>The Requests for Change of Provider Report dated 11/4/10 will also be emailed to members.</p>	
Clinical Issues	Nothing to report.		
Risk Management	<p>➤ Parameter 02.9* Access to Mental Health Services After Discharge From Psychiatric Hospitals and Juvenile Justice Programs (October 2010)</p> <ul style="list-style-type: none"> • Please read the parameter (included in the handouts or use the link below). • This parameter provides guidelines for timely and appropriate access to mental health services to clients after discharge from an inpatient or juvenile justice program. • Please notify the District Chief for Service Area 8, Ms. Lisa Wicker, if there is an inability to schedule the appointment or service. <p>http://dmh.lacounty.gov/ToolsForClinicians/ClinicalPractice/clinical_guidelines.html</p>	<p>One agency stated that since the PEI transformation, they have not had openings and do not have an evidence-based practice that is appropriate for individuals released from a Juvenile Justice program.</p> <p>The agency provides referrals to ensure the client is linked to the appropriate service.</p>	

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Agenda Item & Presenter	Discussion and Findings	Decisions/Recommendation Actions/Scheduled Task	Person Responsible/ Due Date
	<ul style="list-style-type: none"> ➤ Access Parameters for Use of Psychotropic Medication in Children & Adolescents (June 20, 2010) – several pages so please download your copy via the link below: http://dmh.lacounty.gov/ToolsForClinicians/ClinicalPractice/ClinicalGuidelines/documents/PSYCHOTROPIC%20PARAMETERS%20-%2006-30-10%202.2.pdf 	<p>Please make sure that the psychiatrists at each directly operated clinic and contract provider site are given this parameter as there are revisions.</p>	
<p>Cultural Competency Committee Update</p>	<ul style="list-style-type: none"> ➤ The CCC was approved to receive \$100K to translate the list of forms the committee recommended into each of the threshold languages. ➤ CCC agenda items and updates will be provided at each Service Area 8 QIC ➤ CCC liaison for SA 8 is Ann Lee ➤ There will be a Cultural Competency article in each eNews bulletin. (LACDMH's electronic news bulletin). Check the website at www.dmh.lacounty.gov ➤ A meeting was just held on Wednesday, November 10th. The next meeting will be held December 8th from 1:30-3:30 pm at 695 S. Vermont, 15th floor conference room. 	<ul style="list-style-type: none"> ➤ The list of forms to be translated will be emailed to members per their request. 	<p>Ann Lee</p>
<p>QI Implementation Status Reports</p>	<p>The most recent QI Workplan Implementation Status Reports listed below will be sent to members via email. Please make sure to read these reports.</p> <ul style="list-style-type: none"> ➤ Medication Support Services - 10/28/10 ➤ Client Care Coordination Plan – 11/5/10 • Essential for documenting quality of mental health services • Actions needed include continued collaboration between the QI and QA 		

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Agenda Item & Presenter	Discussion and Findings	Decisions/Recommendation Actions/Scheduled Task	Person Responsible/ Due Date
	<ul style="list-style-type: none"> • divisions • QA liaisons to communicate updates to local SA QI/QA members <p>➤ Increasing Focus on Quality Improvement Issues in SA QIC Meeting Minutes –10/28/10</p> <p>➤ Co-occurring Disorders – 11/4/10</p> <ul style="list-style-type: none"> • Please read this report to learn what actions LAC-DMH has already taken and need to take. 		
<p>SA8 Quality Improvement Project (QIP) Update</p>	<p>➤ The really rough draft summary report was distributed at the July meeting for feedback/input from members. There was no revision suggested.</p> <p>➤ Upon District Chief approval, we will send the draft report to members via email this time for feedback/input. Any revisions need to be submitted by December 4th for inclusion into the final report.</p> <p>➤ Once members have reviewed, the report will be sent to the QI Division District Chief, Ms. Marie Drinan. She will take the findings and incorporate it into the report that her division sends to the State DMH.</p> <p>➤ Members were asked to review and submit any revisions or input to Ann Lee as soon as possible to finalize this report. Her email is alee@dmh.lacounty.gov. Fax # is (562) 435-3128.</p> <p>➤ The final summary report will be submitted to the Quality Improvement Division.</p> <p>➤ Upon completion of this report, we will select another project.</p>	<p>The report will be sent via email to all members for suggestions, revisions, or input. Please submit any input/revisions via email: alee@dmh.lacounty.gov</p>	<p>Ann Lee</p>

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Agenda Item & Presenter	Discussion and Findings	Decisions/Recommendation Actions/Scheduled Task	Person Responsible/ Due Date
Announcements	The SA 8 QI/QA Meeting Dates for 2011 was distributed. August and December 2011 meetings are cancelled as usual.		
QI Handouts	<ul style="list-style-type: none"> ➤ QI Agenda ➤ DMH Parameter 02.9 Access to Mental Health Services After Discharge from Psychiatric Hospitals and Juvenile Justice Programs (October 2010) ➤ SA 8 QI/QA Meeting Dates for 2011 		

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Agenda Item & Presenter	Discussion and Findings	Decisions/Recommendation Actions/Scheduled Task	Person Responsible/ Due Date
QUALITY ASSURANCE (QA)			
	<ul style="list-style-type: none"> ➤ EPSDT Audits: No audits scheduled ➤ Inpatient Audits: LAC/USC – December 6, 2010 ➤ Auditor Controller: None scheduled ➤ New State Appeal Process – QA Bulletin #10-02 available on-line: http://dmh.lacounty.gov/ToolsForAdministrators/Agency_Administration/quality_assurance_bulletins.html • The Legal Entity (LE) should submit all informal and formal appeal documents to LAC-DMH. Without this information the LAC-DMH financial information will not match the LE's and will create problems at all phases of the financial reconciliation processes that occur. • Email Ann Lee if assistance is needed with submitting appeal documents to Norma Fritsche's office ➤ System Audit follow-up of Directly-operated Providers <ul style="list-style-type: none"> • The audit f/u has been concluded. The findings have not yet been summarized for release. 		
Audits/Reviews			
QA Technical Assistance & Training	<ul style="list-style-type: none"> ➤ Appropriate Claiming Workgroup <ul style="list-style-type: none"> • Draft ASOC MHSA Matrix • Samples of Program Descriptions • A draft flowchart of IS claiming decision was distributed to QA co-chairs for feedback. (This document was not included in today's handout) 	Per members' requests, the draft flowchart will be sent to members via email.	Ann Lee

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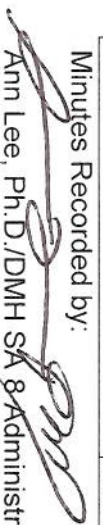
Agenda Item & Presenter	Discussion and Findings	Decisions/Recommendation Actions/Scheduled Task	Person Responsible/ Due Date
Clinical Records	<p>Three New Policies listed below are available online and were sent to members via email. It is important for managers to discuss all of these 3 policies at staff meetings.</p> <ul style="list-style-type: none"> • 202.38 Non-Open Protected Health Information (PHI) File • 202.39 Clinical Correspondence Concerning Clients (Directly-operated only) • 202.40 Triage 		
AB3632 Update	<p>Please read Dr. Robin Kay's memo (included in the handouts) regarding status of the AB3632 program.</p>		
Documentation & Billing	<p>Organizational Providers' Manual – link below: http://dmh.lacounty.gov/ToolsForAdministrators/Agency Administration/documents/Organizational Providers Manual.pdf</p>		
Outcomes Measurement Application (OMA) – Dr. Kara Taguchi	<p>Ms. Janet Fleishman recommends that Providers refer to the manual.</p> <p>Drs. Kara Taguchi and Richard Hoskins provided members an update on the Outcomes Measurement Application (OMA) and responded to questions pertaining to MHSA PEI.</p> <ul style="list-style-type: none"> • OMA collects data for FSP, FCCS, SFC-Intensive, and Wraparound FSP • PEI outcomes will not be collected in OMA. Some other user interface may be developed to enter outcomes but nothing has been determined at this point. • Reports sent from LAC-DMH to the State DMH may be accessed on the OMA website. 	<p>Please contact Dr. Taguchi if you are interested in the OMA users group which will start in December or have any other questions. Her email is Ktaguchi@dmh.lacounty.gov</p> <p>Dr. Hoskins can be reached at rhoskins@dmh.lacounty.gov Thank you Dr. Taguchi and Dr. Hoskins for updating us about OMA and sharing your expertise with our members!</p>	

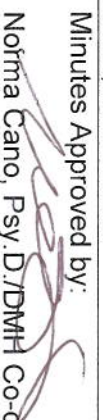
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	<ul style="list-style-type: none"> • SFC-Intensive will be discontinuing OMA soon. • The MHSA Implementation administration will notify SFC providers on how to close out their outcomes. <p>Q&A: Q1: When should the date the episode is closed when a client enters a psychiatric hospital? A1: The last day of service should be the date the episode is closed. Q2: You can't collect data on a client when they are discharged from the clinic upon admission into a hospital. A2: If outcomes are entered timely, you can get into OMA even if the episode is closed back to an earlier date. As long as the episode is open on the day the outcomes are entered, it gets in regardless of the day the episode is closed. Some providers have had problems due to closing the episode in the IS prior to entering all the outcomes. Right now OMA will allow a KEC, with an assessment date and report a key event status date for a later date. Q3: What should we do with FCCS clients who enrolled in a PEI EBP and then returned to FCCS upon completion of the EBP? A3: Once the client leaves FCCS, file the termination update since it's unknown if the client will return to FCCS. The termination update can</p>		

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	<p>be removed once the client returns. For clients who already returned to FCCS from PEI and did not have their FCCS termination update entered, a 6 month update can be entered.</p> <p>There have been challenges with Caminar integration with the OMA. Dr. Hoskins will be contacting providers when necessary to correct any problems.</p> <p>Please contact Dr. Taguchi or someone at MHSA Implementation administration for clarification and assistance for specific situations.</p>		
Announcements	<p style="text-align: center;">Happy Holidays! See you in January 2011</p> <p>Mr. Ted Howlett read a poem titled "In Gratitude" which was authored by his wife, Mrs. Virginia Howlett. Thank you for the timely and lovely poem, Virginia!</p>		
QA HANDOUTS	<ul style="list-style-type: none"> ➤ QA Agenda ➤ DMH Policy #202.38 Non-open Protected Health Information (PHI) file ➤ DMH Policy #202.39 Clinical Correspondence Concerning Clients ➤ DMH Policy #202.40 Triage 		
Next Meeting	<p>The December meeting is canceled.</p> <p>The next meeting will be held on Wednesday, January 19, 2011 from 2-4 p.m. at ChildNet Youth & Family Services, 2931 Redondo Ave, Long Beach, CA 90806.</p>		

Minutes Recorded by:

 Ann Lee, Ph.D./DMH SA & Administration

Minutes Approved by:

 Norma Cano, Psy.D./DMH Co-chair